

# ACTIVE TREATMENT

TIPS AND TECHNIQUES FOR SURVEY SUCCESS

# THE SURVEY IS A TEST

PREPARE LIKE YOU WOULD FOR ANY TEST!

- KEEP **APPENDIX J** WITHIN REACH...
- TAB THE **55 FUNDAMENTAL TAGS**
- FLAG THE **EIGHT CONDITIONS OF PARTICIPATION**
- KNOW WHERE TO FIND THE **COMPLIANCE PRINCIPLES** and **SURVEY PROBES**
- REVIEW THE PREVIOUS SURVEY REPORT ( CMS 2567)
- REVIEW FILE FOR SIRs and UNUSUAL OCCURRENCE REPORTS
- KNOW WHAT TYPE OF SURVEY YOU SHOULD EXPECT...**FUNDAMENTAL** or **FULL?**

# IT TAKES A TEAM...A PREPARED TEAM

AVOID HOPE AS A STRATEGY

PREPARE EVERYONE!

BECAUSE....THE “WEAKEST LINK” WILL BE FOUND

# BE READY FOR THE ENTRANCE CONFERENCE

IS YOUR ENTRANCE CONFERENCE FILE CURRENT/COMPLETE?

WHO LIVES HERE? WHAT IS EACH PERSON'S SCHEDULE?

- WHAT IS THE HOUSE SCHEDULE FOR Rx?
- ADDRESSES/CONTACT INFO FOR DAY SERVICES, WORKSITE, SCHOOL

ACCIDENT/INCIDENT LOGS CURRENT AND EVENTS REVIEWED/TRENDS IDENTIFIED

ABUSE POLICY IS READY

# Observations... Active Treatment Compliance

## **DO THIS:**

**Avoid relying solely on checklist observations**

**Be a “new” observer...look at what is happening as if this is a new environment for you**

**What do you SEE, HEAR, SMELL???**

**WHAT OBVIOUS OBSERVED NEEDS TO PEOPLE HAVE? (Make a list)**

**PRACTICE THIS WITH HOUSE STAFF....everyone can learn to observe like a surveyor**

# Observation Continued...

- Do staff use the same approach for everyone???
- Do staff catch people doing positive things?
- Is the environment accessible to everyone living at the house?
- Focus on key observation times surveyors when surveyors will be in the house and/or day setting

# Is Anyone Having Fun?

Are people bored?

Are there a variety of options?

Are preferences honored?

What are interactions like? Staff-to-Staff and Staff-to- persons served

# Interviews..Avoiding the Survey Sound Byte

Practicing for the “interview portion” of the survey...be “test ready”!

- Institute the 3 second rule
  - What do do if you “freeze”...have set responses and practice them!
  - Practice answering surveyor questions that are in the SOM
  - What to do if surveyors ask questions during care delivery
  - What to do if surveyor asks to observe individuals during private activities



# More on Avoiding Survey Problems...

- It is okay to ask the surveyor to repeat the question...in fact, it is often a very good idea. Staff are anxious, English may be a second language
- This is NOT a closed book test...if needed, pull the record or data before answering

**ROLE PLAY IS KEY**

**LAMINATE CARDS WITH KEY REMINDERS FOR STAFF**

# Active Treatment Implementation

Staff will do what they think is important

## CONTROL V COMPETENCY

- Be aware of “underground” approaches by staff
- It takes time to for people served to develop trust
- If the plan is not working...it is not the staff’s fault
- Not everyone they support will like them
- If staff are bored...so is everyone else

**HOW DO YOU SYSTEMATICALLY AND ROUTINELY CHECK FOR STAFF**

# Then There is The Day Service Setting

Avoid being thrown under the bus...

- Manage communication
- Document visits AND review of program plan
- Offer assistance...staff training from your nurse consultant or others?
- Always check for use of adaptive equipment